WCB
The Workers
Compensation Board
of Manitoba

90-00342/

INTRODUCTION

Manitoba's Workers Compensation Act, passed in 1916, provides compensation benefits to workers employed by industries that are covered under the Act, and whom, as a result of their employment, are injured or contract an industrial disease. The Workers Compensation Board was created in 1917 and since then has been responsible for the administration of the Act.

In 1971, the Workers Compensation Board was also designated by government to administer the Criminal Injuries Compensation Act, as the Criminal Injuries Compensation Board.

Information regarding the operations of the WCB in 1988 is provided in this annual report.

REORGANIZATION

Between September, 1988, and April, 1989, the WCB underwent an extensive structural reorganization designed to improve service to injured workers and employers in Manitoba.

The new organization consists of three divisions; Benefits, Finance and Administration, and Information Systems and Planning.

OMBUDSMAN

The reorganization has also resulted in the creation of a WCB Ombudsman to respond to complaints and concerns of injured workers, employers and other external groups, and to advise management of trends in problem areas.

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The Workers Compensation Board of Manitoba

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Honourable Ed Connery
Minister Responsible for
The Workers Compensation Act
343 Legislative Building
Winnipeg, Manitoba
R3C 0V8

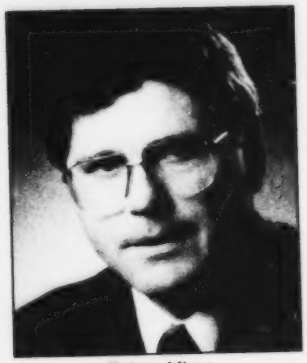
Dear Mr. Minister:

We are pleased to present our 1988 Annual Report in accordance with the provisions of the Workers Compensation Act. This report covers the twelve month period from January 1, 1988 to December 31, 1988, and includes a statement of the accounts required to be kept under the Act.

Respectfully submitted,

Brian King
Chairperson

Elaine Smith
Commissioner



Brian King

A MESSAGE FROM THE CHAIRPERSON

These are exciting times for the Manitoba workers' compensation system. The program is undergoing the most massive reorganization and restructuring in its history. Bringing change to the Board is being accomplished through adoption of a total team approach and the grouping of the specialties of vocational rehabilitation and health care with the adjudicative function, to create the Benefit Unit.

This new Benefit Unit concept will result in improved service to both stakeholders in workers' compensation. Injured workers will see more rapid adjudication of claims, better response to questions, and earlier intervention by vocational rehabilitation. Employers will see more workers being readied for a return to the workforce in less time.

This reorganization into the Benefits Division has been running in parallel with many other substantial initiatives. These include, among others, the major revamping of the Assessments Department and the creation of a Research and Planning Department.

The Board is pleased to have been able to implement a revised assessments scheme, effective for 1989, within a limited planning and approval period. The program is underway and, from all accounts, working well. It will have to be monitored closely, in an ongoing way, to ensure that it provides the fairness we pledged.

The Board greatly appreciates the patience and understanding of the stakeholders as we proceed with the restructuring. The support exhibited by labour, employers and government has been most gratifying.

The Workers Compensation Board of Manitoba

We also welcomed, in 1988, the appointment of an Appeal Board to help alleviate the appeal load and assist in clearing up the accumulated backlog.

Our work at reforming the system has just begun. A number of issues remain to be resolved, including the appeals backlog, the delays in adjudication, our response time to our publics, and improving our consultation level with the various stakeholders.

However, I am firmly convinced that with the continued hard work and dedication of all those involved, the issues will be resolved and the Board will be able to present a new and effective face.

Staff members have gone above and beyond what was expected of them in meeting the challenge during this year of change. Our thanks are extended to all who have participated, and continue to contribute, to the reorganization efforts.

We also appreciate the valued comments and contributions of labour, industry and government. We on the Board are firmly convinced that the end product will be one of the most efficient and responsive Boards in Canada.

Brian King
Chairperson

Graham F.J. Lane

OPERATIONS REPORT

In virtually every respect, 1988 was a year of change at the WCB. The WCB has a new Board of Commissioners, a new management team and a new approach. The direction to management is to improve service, to adopt a consultative approach with the stakeholders (labour, industry) and government, to upgrade financial reporting and, generally, to increase WCB effectiveness.

The process began with the decision to reorganize the service delivery operations into an effective multi-disciplinary team to the greater benefit of both the claimants and employers. Adjudicators, rehabilitation officers, health care professionals and support staff operate together to provide required services to those injured in work-related accidents. The service functions were previously organized into separate units which often resulted in a time-consuming and less responsive approach.

The second step occurred when the Board of Commissioners unified the administration by making day-to-day decisions, operations practice and policy research and development the responsibility of a Chief Executive Officer who is responsible and accountable to the Board of Commissioners. Indeed, improved accountability has become a watch-word of the WCB.

To improve accountability, the WCB is in the process of revamping its operations:

* a policy unit has been developed to assist in reaching appropriate policy decisions;
* procedures are being developed and written for all WCB operations;
* a staff development and training function has been put into place;
* consultations with stakeholders has become a more regular feature of WCB operations;
* adjudicative and rehabilitation staff levels have been increased;
* a management information system is being developed.

The conversion of the WCB to a responsive and thoroughly modern organization will require several years to complete. The introduction of new technology, conversion of the physical facilities and consideration of new practices, policy and legislative options are also proceeding at a steady pace.

The increase in administrative accountability accompanies a decision to record all program liabilities and has led to the revised financial package appearing in this annual report. WCB operations are reported fully, fairly and in an understandable format. This enables the program's stakeholders to better understand the financial position of the program and, hopefully, will lead to improved decision-making in future years.

The revised accounting approach is fully outlined in this year's financial statement and notes. A Statement of Management Responsibility now accompanies the Auditors' Report to assure readers of the statements of the appropriateness of the principles and practices employed. The revised approach fairly represents the results of the WCB operations.

Actual financial operations for the general employers' pool, or Class E, in 1988 resulted in a slightly reduced annual deficit compared to 1987. The unfunded liabilities generated by the general employers pool represent unassessed program costs and a questionable practice, as program obligations become shifted among firms. Employers enter and employers leave the marketplace and decisions are made that alter the relative size of their firms' operations. WCB's past unfunded liabilities may affect the competitiveness of future employers and would certainly affect the appropriateness of the assessment level of a specific firm in a specific year.

The deficit on the operations of Class A, B, C and D is the result of the Board's continuing practice of not immediately assessing these employers the full present and future costs of program liabilities. In time, however, as these obligations become due, the costs are charged to these employers and they will eventually come to bear their full share.

The unfunded liabilities of the Manitoba WCB represent a situation that is also found in other Canadian jurisdictions. Nonetheless, it is the Board's intention to continue working toward the gradual reduction of these unfunded liabilities. In fact, the multi-year comprehensive plan under development will contain options for addressing the unfunded liabilities of Class E. The provision for future costs on existing claims is now actuarially determined on an aggregate claim basis. During 1989, it is the Board's intention to investigate alternate methods of estimating these future costs, in consultation with the Board's actuaries.

The WCB's financial position is currently being assisted by the very high level of real interest rates prevalent in the market. Based on historical evidence, however, this situation cannot be expected to continue.

Administration costs rose in 1988 at a rate in excess of inflation. Controllable costs occurred as a result of increases in staff and investments in computer systems and other program infrastructures to meet the current challenges of backlog reduction and service improvements. As occurs with the compensation programs in other jurisdictions, inadequate staffing may result in increasing backlogs and reduced effectiveness of rehabilitation efforts — leading to excessive program payments in other areas.

It became apparent that the WCB's previous assessment methodology was incompatible with the principles of business and equitable rate-setting. With actuarial, accounting and legal support, a revised approach was developed and discussed before it was implemented for fiscal 1989.

The new approach, announced in February, 1989, incorporates a four-year phase-in period, owing to the magnitude of change involved and the desire to avoid rate shocks to the participants. In future years, this approach would allow partial reliance on assessment of risk rather than full reliance on accounting for the cost of accidents. This will be fully outlined in the 1989 annual report.

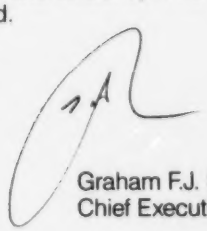
Reported accidents and work-related illnesses continue to occur on a similar level as those registered in 1987 and 1986 (as outlined elsewhere in this annual report). Compensation payments and earnings insured increased at approximately the rate of inflation.

The WCB's program is essential to workers and industry and will further increase in value as program operations become more effective. The acceptability of the program to its stakeholders will also improve. This provides a climate for possible future legislative reform aimed at providing useful changes to the program itself.

The administration would like to acknowledge the cooperative and forward-looking attitude of the staff, including those staff members represented by local 1063 of the Canadian Union of Public Employees. Without this cooperation, the improvements underway would be impossible. The contributions of the Board's counsel, Thompson Dorfman Sweatman, its actuaries, William Mercer, its auditors, Peat Marwick, and the consulting firms assisting with the modernization of the WCB is also acknowledged, as is the cooperation and interested approach of the program's stakeholders and the Provincial Auditors.

From this combination of interest and effort, an improved WCB program, better equipped to meet the future needs of Manitoba, should result. In future years, it is to be hoped that stakeholders will need to be less concerned with the state of this "historic" program and that the program will be enabled to operate effectively and efficiently. This is the goal to which the WCB's Commissioners and staff are all committed.

For the administration and the staff.



Graham F.J. Lane
Chief Executive Officer

MANAGEMENT REVIEW

DISASTER, SECOND INJURY AND REINSURANCE

The Board records compensation, medical aid payments, pensions awarded, rehabilitation and other costs related to each employer. This total accumulation of costs is taken into account in setting assessment rates.

In certain circumstances, the costs are subject to general pooling rather than being recorded as pertaining to a specific employer. Circumstances include workplace accident or illness costs to the Board which can be in part attributed to a recurrence of a previous condition (in which case, the Board's Second Injury Fund may be utilized) or to a disaster.

The Board's unfunded liabilities provide for limited flexibility in absorbing costs related to a compensable workplace disaster, short of immediately increasing assessments on employers. A Disaster Reserve has recently been recorded and the Board is consequently investigating the potential for reinsuring a portion of its risk of a disaster occurring.

PREVENTION AND RISK ASSESSMENT

The Board's assessment rates are currently set without specific regard to the risks that may be inherent in the workplace of a reporting employer or industry. In other words, the Board's assessment rates are based on financial records of costs incurred, rather than on the insurance industry's norm of rate setting based on a blend of historical cost experience and risk assessment.

The Board fully funds the operations of the Workplace Safety and Health Division (WS&H) of the provincial Department of the Environment and Workplace Safety and Health. However, we have not to date utilized these resources to provide an assessment of workplace safety for the purpose of assessment rate setting. Also, the Board has not utilized its claims experience records to request workplace safety audits aimed at improving safety practices. It is to be expected that such improvements would result in advancing the goal of reduced workplace injuries and illnesses, as well as reducing Board costs and pressures on assessment rates.

The Board and WS&H are currently involved in discussions which may facilitate safety audits by WS&H. The Board is of the opinion that such a program would be in the best interests of individual workers and employers, as well as of society as a whole.

BENEFITS LEVELS

The Benefits provided by the Board to compensate for workplace accidents and illnesses are significant. The actual financial benefit levels, as well as the breadth coverages, are in the mid-range of those offered by workers compensation programs elsewhere in Canada.

Consideration to possibly altering such levels is ongoing. Factors to be taken into account include:

a) the estimated level of benefit, as compared to the estimated aggregate loss from workplace accidents and illnesses;

b) the estimated financial support available from all sources to injured workers and their families; and

c) the comparative position of the Board's program vis-a-vis progress in other Canadian jurisdictions.

The Board intends to safeguard the program's value to workers and employers, remembering that workers gave up the right to sue employers in return for compensation for workplace accidents and illnesses on a no-fault basis. Determining the balance of values is an art, rather than a science, but is being pursued with due diligence through the Board's recently formed Planning Department.

ASSESSMENTS - UNFUNDED LIABILITIES

The Board carries a significant level of program liabilities that are not matched or "funded" by investments or other assets on hand. This situation has come about as a result of the Board assessing employers at inadequate rates. These rates did not produce the funding required to

meet all possible program obligations in future years arising from compensable accidents and illnesses occurring prior to December 31, 1988.

It must be understood, however, that the Board has sufficient resources on hand to meet its obligations for several years. Also, the Board has the statutory responsibility and authority to raise future assessments in order to provide the funding required to meet obligations as they become due.

In other words, the Board's unfunded liabilities represent estimates of likely program payments for future years. Payments will be met through the Board's available resources and inherent ability to levy assessments. The difficulties with the presence of unfunded liabilities are:

1) Assessments made in future years would necessarily include amounts required to meet the current costs of past accidents. These assessments would be made, in many cases, against employers that were not yet in operation when the accidents occurred. Also, assessments would be made against continuing employers in amounts different than would have been levied if the assessments had been made in the accident year.
2) Employers in operation in the assessment year.
3) Current assessments include an amount which compensates for the interest lost to the Board for holding insufficient assets. This additional cost may affect the competitiveness of certain firms and may not fall fairly upon individual employers.

UNDER-FUNDING - CLASS E

The significance of the present under-funded position of the Board varies by type of employer. While the under-funding is particularly relevant for private sector firms, it is less so for public sector agencies which depend upon direct or indirect government funding.

Public sector organizations are not subject to the same degree of competition as private sector firms. Services they provide will likely continue with government support, whatever changes in organizational structure these agencies may undergo. For public agencies to be fully-funded, the necessary additional levies would, for the most part, require additional funds from government.

The overall funding issue is a critical one for the Board as it is for reporting employers. The requirements of the Act for full-funding have not been complied with, as the Provincial Auditor has noted in several reports. The Government of Manitoba intends to address this matter in 1989 and is currently involved in discussions with the Board.

In prior years, the Board, through assessments, has made an increasing effort to fund more fully the program liabilities associated with the private sector.

Some government-funded and certain other public sector organizations were, prior to the 1989 classification year, grouped with private sector firms in Class E, while others were grouped in classes A to D (formerly referred to as "self-assurers"). For Class E employers, the 1988 current year deficit represents only 5.8% of total revenues, whereas Class A, B, C and D employers had a deficit representative of 27.5% of revenues.

The marked difference arises from Class A, B, C and D employers being on a modified pay-as-you-go basis (not being assessed the future cost component of the obligations that arose in 1988), a practice that has continued for decades. Nevertheless, these employers are fully responsible for these deficits and are assessed for these obligations in the year the Board actually is requested to make payment.

As described in the notes to the financial statements, the differentiation of assessment methodology between Class E on the one hand and Classes A, B, C and D, on the other was not founded on the Act. Consequently, this differentiation is under review.

ADJUDICATION AND APPEALS

There are three levels of appeal available within the Workers Compensation Board. The first is Initial Adjudication, where the decision originated; the second level is Committee, either Review Committee, Rehabilitation Committee or Assessment Committee, depending on the issue under appeal; the third and final level is with the Board of Commissioners.

Employers may appeal benefits awarded to injured workers including compensation, medical aid, pension awards or rehabilitation benefits and/or services.

At the Initial Adjudication level, the appellant may request reconsideration by the persons who made the original decision on the claim. If there is still disagreement after review of information, the appeal will be referred to the second level if requested by the appellant.

The Review Committee and Rehabilitation Committee consider all appeals (other than those related to assessment matters, which are considered by an Assessment Committee) where the initial decision cannot be amended to the satisfaction of the appellant. The Review Committee and Rehabilitation Committee may conduct further investigations into the claim, and have the authority to confirm or rescind previous decisions.

At the final level of appeal, the appellant may request a Board Review and/or a Board Hearing. Prior to reaching a decision, the Board of Commissioners may request additional field investigation, conduct its own investigation, or refer the matter to an independent medical specialist or a Medical Review Panel.

APPEAL STATISTICS

REVIEW COMMITTEE/REHABILITATION COMMITTEE

The Review Committee's statistics cover the period January 1, 1988, to December 31, 1988, and show a comparison to the previous year.

	1988	1987
Previous Decision Rescinded or Amended	184	204
Previous Decision Confirmed	492	355
Claims referred to Medical Review or Neurosis panel	26	19
Claims referred to Board of Commissioners	240	189
TOTAL	942	767

Of the appeals handled in 1988, approximately 39 percent were initiated by claimants, 32 percent by Worker Advisors, 21 percent by other representatives and five percent by employers. Three percent were rescinded through discussion with department management and therefore did not require a decision at the Committee level.

ASSESSMENT COMMITTEE

The Assessment Committee's statistics cover the period from January 1, 1988 to December 1, 1988.

	Approval*	Rejection	Total
Reinstatement of Coverages	22	5	27
Penalties	59	59	118
Industry Classification	40	40	80
Employee Status	29	61	90
Individual Liability	36	0	36
Referred to Board of Commissioners			35
		TOTAL	386

*denotes ANY change to an original decision.

BOARD OF COMMISSIONERS

There were four appeal cases at this level carried over from 1987.

During the period January 1, 1988, to December 31, 1988, the Board of Commissioners and the Appeal Board attended 211 hearings.

There were 91 hearings held over for finalization in 1989, 37 of which were awaiting additional information.

Statistics shown below reflect final decisions made on appeals at the Board of Commissioners level in 1988 with a comparison to 1987.

	1988	1987
Board Hearings	141	132
Board Reviews	57	118
TOTAL	198	250
Accepted	65	70
Partial Acceptance	*25	6
*(includes 10 cases referred to a Medical Review Panel)		
Rejected	90	105

In the past, each time a case was considered by the Board, it was recorded as a "review". In some instances the same case may have been considered by the Board several times before a "decision" to accept or reject was made. In this report, statistics reflect only final decisions made by the Board.

APPEAL BOARD

The Appeal Board was appointed in August, 1988, by the Minister Responsible for the Workers Compensation Act, to aid the regular Board of Commissioners in clearing a backlog of appeal cases at the Board level. The Appeal Board was originally appointed for a term that was to conclude March 31, 1989. The Minister later extended the Appeal Board's term indefinitely.

The above statistics include decisions of the Appeal Board made between August 17, 1988 and December 31, 1988.

BOARD SUPPORT SERVICES

Under the direction of the Manager of Board Support Services, this area provides clerical and administrative assistance to the Board of Commissioners and Appeal Board. This assistance includes secretarial services, maintenance of minutes of Board deliberations including Board policies, and the scheduling of claimant and/or employer hearings before the Board of Commissioners.

Board Support is also responsible for the operation of the WCB's Satellite Facility at 175 Hargrave St. in Winnipeg, which is utilized for Board hearings and Medical Review Panels.

FILE ACCESS

For the purposes of an appeal, injured workers may obtain a photocopy of any report or notation on their file made by any staff member of the Workers Compensation Board.

An employer requiring file documentation for an appeal may obtain a photocopy of general correspondence, payments information, and notations made by staff of the Workers Compensation Board. Copies of private practitioner reports are not available.

For the period January 1, 1988 to December 31, 1988 there were 970 files copied for information. Workers made 311 requests, employers initiated 210 requests, and other representative requests totalled 449. It should be noted that the number of files copied does not correlate with the total worker, employer, and representative requests, as one request often pertained to more than one actual file.

FINANCE AND ADMINISTRATION DIVISION

This division amalgamates the former Finance, Administration and Assessments Departments. With improvements to internal systems and the assessment process, employers will notice significant improvement in assessing and collecting procedures. This division oversees accounting, assessments, administration support and purchasing.

1988 ASSESSMENTS STATISTICS

The main responsibility of the Assessments Branch is the implementation of Section 88(1) of the Workers Compensation Act. This involves the assessment and collection of annual premiums from industries listed in Section 73 of the Workers Compensation Act.

The Assessments Branch also approves coverage for industries electing compensation coverage on a voluntary basis provided the industries meet the criteria for acceptance. During 1988, 551 special applications were approved.

The Audit Branch is responsible for auditing the assessable payroll reported by employers to the Assessments Branch and ensuring that employers are registered under the proper industry classification. As well, auditors ensure that claimants are covered under the Act at the time of an accident, assist in the collection of overdue accounts and visit employers who have not submitted payroll information by the filing deadline. During 1988, the audit section performed 1,373 audits, and followed up on 424 employers who had not submitted the required payroll information.

RESPONSIBILITY FOR FINANCIAL REPORTING

The accompanying financial statements, and other financial information in the annual report, are the responsibility of management and have been approved by the Board. The accompanying financial statements were prepared by management in accordance with the accounting principles set out in Note 2 to the financial statements and of necessity include some amounts based upon management's best estimates and judgements. Any financial information contained elsewhere in the annual report conforms to these financial statements.

As management is responsible for the integrity of the financial statements, management has established systems of internal control to provide reasonable assurance that assets are properly accounted for and safeguarded from loss.

The external auditors have performed an independent examination of the financial statements of the Board in accordance with generally accepted auditing standards.

The firm of William Mercer Limited has been appointed as the independent consulting actuaries to the Board. Their opinion on the adequacy and appropriateness of the valuation of the Board's actuarial liabilities, and on the proper provision for these costs, is incorporated within the annual report.

The Workers Compensation Board of Manitoba

Graham F. J. Lane, C.A.
Chief Executive Officer

Gary Black, C.M.A.
Director, Finance and Administration

April 17, 1989

KPMG Peat Marwick

Chartered Accountants

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Winnipeg, Manitoba R3B 3H5

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AUDITORS' REPORT

To The Workers Compensation Board of Manitoba:

We have examined the balance sheet (being Exhibit I) of The Workers Compensation Board of Manitoba as at December 31, 1988 and the accompanying financial statements (being Exhibits II to VI) for the year then ended. Our examination was made in accordance with generally accepted auditing standards, and accordingly included such tests and other procedures as we considered necessary in the circumstances.

In our opinion, these financial statements present fairly the financial position of the Board as at December 31, 1988 and the results of its operations and the changes in its financial position for the year then ended in accordance with the accounting principles set out in Note 2 to the financial statements applied, after giving retroactive effect to the changes in accounting policies as described in Note 9 to the financial statements, on a basis consistent with that of the preceding year.

Peat Marwick

Chartered Accountants

Winnipeg, Canada

April 17, 1989

Member Firm of
Klynveld Peat Marwick Goerdeler

EXHIBIT I

BALANCE SHEET

December 31, 1988 with comparative figures for 1987
(000's)

	1988	1987
ASSETS		
Receivables (note 3)	$ 1,988	$ 1,378
Investment in securities as authorized by The Trustee Act, Manitoba (note 4)	179,250	159,836
Short-term deposits (note 5)	55,938	37,268
Receivable - The Province of Manitoba (note 6)	16,386	-
Accrued interest on investments	3,986	3,512
Fixed assets (note 7)	1,019	1,046
Total	$258,567	$203,040
LIABILITIES AND RESERVES		
Accounts payable and accrued liabilities	$ 2,165	$ 962
Deferred revenue	1,305	1,091
	3,470	2,053
Provisions for future payments:		
Pension obligations	274,948	251,024
Future cost of existing claims	187,316	164,095
Future cost of second injuries	14,845	13,068
	477,109	428,187
Total liabilities	480,579	430,240
Disaster Reserve	10,000	-
Accumulated Unfunded Liabilities and Reserve (Exhibit IV)	(232,012)	(227,200)
Total	$258,567	$203,040

The Workers Compensation Board of Manitoba

The accompanying notes are an integral part of these financial statements.

Approved on behalf of the Board:

Commissioner

Chairperson

EXHIBIT II

STATEMENT OF OPERATIONS - CLASS E GENERAL EMPLOYERS POOL

For the Year Ended December 31, 1988 with comparative figures for 1987
(000's)

	1988	1987
Revenues:		
Assessment revenue less provision for doubtful accounts	$117,524	$ 96,521
Interest income	22,411	21,908
	139,935	118,429
Operating costs:		
Compensation, inclusive of pensions awarded	58,853	52,737
Medical aid	10,700	9,943
Rehabilitation	8,407	6,724
Provision for future costs	54,459	45,997
	132,419	115,401
Administration	15,700	13,511
	148,119	128,912
Excess of operating costs over revenues	$ (8,184)	$ (10,483)

The accompanying notes are an integral part of these financial statements.

EXHIBIT III

STATEMENT OF OPERATIONS - OTHER CLASSES

For the Year Ended December 31, 1988 with comparative figures for 1987
(000's)

	1988	1987
Revenues:		
Assessment revenue	$10,981	$10,132
Interest (expense) income	(32)	8
Other	-	13
	10,949	10,153
Operating costs:		
Compensation, inclusive of pensions awarded	5,879	5,180
Medical aid	1,472	1,355
Rehabilitation	652	933
Administration	2,096	2,020
Interest on pension amendments	372	351
	10,471	9,839
Excess of revenues over operating costs before provision for future costs	478	314
Increase (decrease) in provision for future costs	3,492	(3,290)
(Deficiency) excess of revenues over operating costs	$ (3,014)	$ 3,604

The accompanying notes are an integral part of these financial statements.

EXHIBIT IV

STATEMENT OF ACCUMULATED UNFUNDED LIABILITIES AND RESERVE

For the Year Ended December 31, 1988 with comparative figures for 1987
(000's)

	Class E	Other Classes	1988 Total	1987 Total
Accumulated unfunded liabilities, beginning of year, as previously reported	$ (95,593)	$ -	$(95,593)	$ (84,275)
Effect of changes in accounting policies (note 9)	(100,864)	(30,743)	(131,607)	(136,046)
Accumulated unfunded liabilities, beginning of year, as restated	(196,457)	(30,743)	(227,200)	(220,321)
Excess of operating costs over revenues	(8,184)	(3,014)	(11,198)	(6,879)
Transfer to Disaster Reserve	(10,000)	-	(10,000)	-
Contribution - The Province of Manitoba (note 6)	16,386	-	16,386	-
Accumulated unfunded liabilities and reserve, end of year	$(198,255)	$(33,757)	$(232,012)	$(227,200)

The accompanying notes are an integral part of these financial statements.

The Workers Compensation Board of Manitoba

EXHIBIT V

ADMINISTRATION EXPENSES AND OTHER CHARGES

For the Year Ended December 31, 1988 with comparative figures for 1987
(000's)

	1988	1987
Administration expenses:		
Staff and service costs	$ 9,820	$ 8,722
Data processing	1,000	1,059
Supplies and services	559	511
Communications	600	576
Building operations	510	477
Legislative Review Committee	-	174
Depreciation	202	189
Professional fees	2,162	1,982
Grants	21	20
Other	81	18
	14,955	13,728
Other charges (note 8):		
Charges under The Workplace Safety and Health Act	3,118	2,322
Expenses of Worker Advisors under Section 108(3) of The Workers Compensation Act	363	265
Implementation Team for Workers Compensation Reform	361	77
	3,842	2,664
Total administration expenses	18,797	16,392
Less recoveries:		
The Government of Canada for administering its employees' compensation program	835	710
The Government of the Province of Manitoba for administering The Criminal Injuries Compensation Act	166	151
Total recoveries	1,001	861
Total charged to Classes	$17,796	$15,531

The accompanying notes are an integral part of these financial statements.

EXHIBIT VI

STATEMENT OF CHANGES IN FINANCIAL POSITION

For the Year Ended December 31, 1988 with comparative figures for 1987
(000's)

	1988	1987
Operating activities:		
Excess of operating costs over revenues	$(11,198)	$ (6,879)
Add (deduct): items not requiring an outlay of cash:		
Pension awards	22,216	19,900
Provision for future costs	57,983	40,003
Depreciation	164	284
Amortization of discount	(207)	(213)
Payments from the provisions for future payments:		
Pension obligations	(25,766)	(23,213)
Future cost of existing claims	(2,771)	(3,459)
Future cost of second injuries	(2,740)	(2,626)
Net changes in non-cash balances relating to operations:		
Receivables	(610)	(281)
Accounts payable and accrued liabilities	1,203	731
Deferred revenue	214	524
Cash provided by operations	38,488	24,771
Investment activities:		
Proceeds on maturity of investments	6,055	3,966
Purchase of investments	(25,262)	(21,658)
Change in accrued interest on investments	(474)	(501)
Cash applied to investment activities	(19,681)	(18,193)
Financing activities:		
Contribution - The Province of Manitoba	16,386	-
Receivable - The Province of Manitoba	(16,386)	-
Cash provided by (applied to) financing activities	-	-
Additions to fixed assets	(137)	-
Increase in short-term deposits during the year	18,670	6,578
Short-term deposits, beginning of year	37,268	30,690
Short-term deposits, end of year	$ 55,938	$ 37,268

The accompanying notes are an integral part of these financial statements.

The Workers Compensation Board of Manitoba

NOTES TO FINANCIAL STATEMENTS
December 31, 1988

1. AUTHORITY AND OPERATIONS

The Workers Compensation Board operates under the authority of The Workers Compensation Act, Statutes of Manitoba, Chapter W-200, as amended.

The operations of the Board are categorized in accordance with the Act, into the following employer classes:

Class E - The general body of employers in Manitoba

Other Classes:

Class A - Canadian Pacific Railway Company and its subsidiaries

Class B - Canadian National Railway Company and its associated companies

Class C - The Crown in right of Manitoba and agencies of the Government

Class D - The City of Winnipeg

2. SIGNIFICANT ACCOUNTING POLICIES

The financial statements have been prepared in accordance with the following accounting policies which are considered appropriate for this organization:

a) INVESTMENTS

Investments are recorded at cost at the time of acquisition. Discounts or premiums are amortized on a straight-line basis over the remaining term to maturity of the investment.

Investment income is allocated to the Class E and Other Classes funds, the individual provisions for future payments and reserves based on the average monthly balances of each fund or reserve.

The estimated market value of the investments has not been disclosed as the general policy of the Board is to hold investments until their maturity.

b) FIXED ASSETS

Fixed assets are stated at cost less accumulated depreciation. The building is being depreciated over 30 years, pursuant to Section 94(15) of The Workers Compensation Act. All other assets are being depreciated on a straight-line basis over their estimated useful lives, as follows:

Building renovations	10 years
Automobiles	5 years
Furniture and fixtures	5 years
Leasehold improvements	5 years

c) LEGISLATED PENSION AMENDMENTS

The cost of anticipated future increases in pension benefits due to legislated amendments to The Workers Compensation Act is provided for, on an estimated basis, by applying a discount rate of 3% to pension awards during the year. The cost attributed to the Class E employers for these increased benefits is recovered from the annual assessment revenue of that class. The cost attributed to the Other Classes employers for these increased benefits is recovered with interest within a seven year period from the effective date of the legislated amendment (see note 9).

d) PROVISIONS FOR FUTURE PAYMENTS

(i) PENSION OBLIGATIONS

Capitalized values of pensions awarded are credited to the pension obligations provision which is then charged with pensions paid. The capitalized values are calculated using a 3% discount rate which provides for the estimated cost of anticipated future increases in pension benefits due to legislated amendments to The Workers Compensation Act. (see note 9).

The pension obligations provision was most recently confirmed as adequate by an actuarial review completed as at December 31, 1985. The next independent actuarial review will be performed as at December 31, 1989.

The Board made an estimate of its liability in respect of pensions awarded prior to December 31, 1988 which confirmed the adequacy of the year-end pension obligations provision. This estimate was made using a 3% discount rate and the methodology used in the December 31, 1985 independent actuarial review.

(ii) FUTURE COST OF EXISTING CLAIMS

This provision is the estimated amount required to meet the future cost of compensation, rehabilitation, medical aid, pension awards and administration of claims incurred prior to December 31, 1988 for all employer classes. (see note 9).

(iii) FUTURE COST OF SECOND INJURIES

This provision is the estimated amount required to meet the future cost of compensation, rehabilitation, medical aid and pension awards of claims incurred prior to December 31, 1988 for workers in Class E suffering enhanced disabilities due to pre-existing conditions or disabilities arising from the work place. (see note 9).

(iv) ACTUARIAL REVIEW

An independent actuarial review as at December 31, 1988 established the adequacy of the provision for future cost of existing claims and the provision for future cost of second injuries.

e) DISASTER RESERVE

The Disaster Reserve is a reserve to recognize costs that could arise from a disaster or extraordinary circumstance which the Board considers could unfairly burden certain employers of Class E.

The Disaster Reserve was established by the Board in 1988 as a transfer from the Class E accumulated unfunded liability.

f) ASSESSMENT REVENUE

(i) CLASS E EMPLOYERS

Assessment revenue is determined on the basis of estimated payrolls for the current year as reported by employers and the applicable industry assessment rate. Assessment revenue includes revisions to 1987 assessments based on actual payrolls for 1987 as reported by employers.

(ii) OTHER CLASSES EMPLOYERS

Assessment revenue represents the cash reimbursement to the Board for actual disbursements made on behalf of the Other Classes and for capitalized pensions which are charged to these classes.

g) EMPLOYEE PENSION PLAN

The Employee Pension Plan was last valued at January 1, 1987. An actuarial certificate issued that date showed the plan to be fully funded. The next actuarial review will be done as at January 1, 1989.

An agreement between the Province of Manitoba and The Workers Compensation Board of Manitoba allowed certain employees to remain in the Civil Service Superannuation Fund instead of the Employee Pension Plan. The Board has provided for the estimated liability in its accounts.

h) ADMINISTRATION EXPENSES AND OTHER CHARGES

These expenses, net of recoveries, are allocated proportionately to the Class E and Other Classes funds based upon the current year's benefit payments of each class.

The Board administers The Criminal Injuries Compensation Act for the Government of the Province of Manitoba and the employee compensation program of the Government of Canada. The operations of these administered programs are reflected only to the extent of the recoveries.

3. RECEIVABLES

Receivables consist of the following:

	(000's) 1988	1987
Assessments billed and outstanding	$3,460	$1,584
Less: allowance for doubtful accounts	1,889	610
Assessments receivable	1,571	974
Sundry accounts receivable	189	369
Recoverable from the Government of Canada	228	35
	$1,988	$1,378

4. INVESTMENTS

	(000's) 1988	1987
Bonds and debentures issued or guaranteed by the following:		
Province of Manitoba	$ 72,486	$ 72,426
Government of Canada	12,650	10,659
Corporations	33,252	21,448
Hospitals	7,048	7,564
Municipal Corporations	5,932	6,316
Province of Ontario	4,891	5,210
Province of Prince Edward Island	498	-
Province of Quebec	1,116	1,298
Province of Saskatchewan	1,141	167
Province of Newfoundland	50	50
Province of Alberta	3,839	984
	142,903	126,122
Mortgages, National Housing Act (Canada)	36,347	33,714
	$179,250	$159,836

The average remaining term to maturity of the mortgages was 59 months as at December 31, 1988; the average interest rate earned in 1988 was 10.29%. The average remaining term of the bonds and debentures was 7 years as at December 31, 1988; the average interest rate earned in 1988 was 10.19%.

5. SHORT-TERM DEPOSITS

Short-term deposits consist of the following:

	(000's) 1988	1987
Short-term deposits with The Province of Manitoba	$56,680	$40,253
Bank overdraft	(742)	(2,985)
	$55,938	$37,268

Short-term deposits with The Province of Manitoba earned an average interest rate of 9.16% in 1988.

6. RECEIVABLE - THE PROVINCE OF MANITOBA

The receivable of $16,386,000 represents a contribution in recognition of the Board's interest income foregone as a result of reduced assessment rates during 1982 to 1987. The contribution was received in full in March, 1989.

7. FIXED ASSETS

Fixed assets consist of the following:

	(000's)			
			1988	1987
	Cost	Accumulated Depreciation	Net Book Value	Net Book Value
Building	$1,879	$ 924	$ 955	$ 952
Automobiles	93	46	47	-
Furniture and fixtures	362	362	-	72
Leasehold improvements	41	24	17	22
	$2,375	$1,356	$1,019	$1,046

8. OTHER CHARGES

Pursuant to The Workplace Safety and Health Act, the Province may pay the expenses incurred in the administration of that Act out of the Consolidated Fund and may, subsequently, recover such portion as it may determine from the class funds under The Workers Compensation Act. For 1988, the amount charged to operations under this provision was $3,117,671 (1987 - $2,322,408).

Also, under Section 108(3) of The Workers Compensation Act, the Province may pay the costs incurred in respect to Worker Advisors and may recover them from the class funds. For 1988, the amount charged to operations under this provision was $362,920 (1987 - $265,232).

Under Section 115 of The Workers Compensation Act, the Board will pay for charges of the Implementation Team.

9. CHANGES IN ACCOUNTING POLICIES

During the year, the Board made the following changes in its accounting policies:

a) The pension obligations provision includes capitalized values of pensions awarded using a 3% discount rate which provides for the estimated cost of anticipated legislative amendments and the deferred cost of pension increases is included in the accumulated unfunded liabilities. Previously, a 6% discount rate was used, as the deferred cost of legislated pension amendments was recorded as a receivable in the year awarded and recovered from the employer classes over a seven year period from the effective date of the amendment.

b) The future cost of existing claims provision was affected as follows:

(i) The provision includes an estimate of the future cost of pension awards, calculated using a 3% discount rate, in respect of claims incurred prior to year end which may become pensionable claims in subsequent years. Previously, the future cost of anticipated pension awards, calculated using a 6% discount rate, was allowed for in this provision.

(ii) The provision now also includes an estimate of the future cost of compensation, rehabilitation, medical aid and pension awards in respect of Class E claims incurred but not reported prior to year end and an estimate of the future cost of administration for Class E claims incurred prior to year end. Previously, these future costs were not allowed for in this provision.

(iii) The provision now also includes an estimate of the future cost of compensation, rehabilitation, medical aid, pension awards and administration in respect of Classes A to D claims reported and claims incurred but not reported prior to year end. In respect of pension awards, the Other Classes are assessed for their respective pension awards using a 6% discount rate as opposed to a 3% discount rate which provides for the estimated cost of anticipated legislative amendments (see note 10). Previously, the future costs of these classes' claims were not allowed for in this provision. This change in accounting policy resulted from the Board's decision in 1988 to modify its administrative practice so as to more closely adhere to The Workers Compensation Act which requires the

recognition of all program liabilities. Previously, the program liabilities in respect of Classes A to D were not recorded in the accounts as past administrative practice was to treat Classes A to D as "Self-Assured" employer classes and to account for their transactions on a cash basis of accounting.

c) The future cost of second injuries provision was affected as follows:

(i) The provision includes an estimate of the future cost of pension awards, calculated using a 3% discount rate, in respect of claims incurred prior to year end which may become pensionable claims in subsequent years. Previously, the future cost of anticipated pension awards, calculated using a 6% discount rate, was allowed for in this provision.

(ii) The provision now also includes an estimate of the future cost of compensation, rehabilitation, medical aid and pension awards in respect of claims incurred but not reported prior to year end. Previously, these future costs were not allowed for in this provision.

d) Merit rebates associated with the construction industry are recorded as deferred revenue. Previously, merit rebates were recorded using a cash basis of accounting. This merit rebate program has been eliminated for 1989.

These changes in accounting policies have been retroactively applied and the 1987 comparative figures have been restated. The effect of these changes in accounting policies on 1988 operations has been to decrease the Class E excess of operating costs over revenues by approximately $999,000 and to increase the Other Classes excess of operating costs over revenues by approximately $2,507,000. Had these changes in accounting policies, with their retroactive effects, not been made in 1988, there would have been a Class E unfunded liability of approximately $104,776,000 and an Other Classes receivable of approximately $945,000 at December 31, 1988.

The 1987 comparative figures have been restated as follows:

	December 31, 1987 As Previously Reported	Adjustment	December 31, 1987 As Restated
ASSETS			
Receivables	$ 1,378	-	1,378
Investment in securities as authorized by The Trustee Act, Manitoba	159,836	-	159,836
Short-term deposits	37,268	-	37,268
Accrued interest on investments	3,512	-	3,512
Deferred cost of pension increases	30,919	(30,919) (i)	-
Fixed assets	1,046	-	1,046
Total	$233,959	(30,919)	203,040
LIABILITIES AND RESERVES			
Accounts payable and accrued liabilities	$ 962	-	962
Other Classes funds	(438)	438 (ii)	-
Deferred revenue	-	1,091 (iii)	1,091
	524	1,529	2,053
Provisions for future payments:			
Pension obligations	194,566	56,458 (iv)	251,024
Future Cost of Existing Claims	110,574	53,521 (v)	164,095
Equalization Fund	264	(264) (vi)	-
Future Cost of Second Injuries	10,549	2,519 (vii)	13,068
Rehabilitation Fund	13,075	(13,075) (viii)	-
	329,028	99,159	428,187
Accumulated unfunded liabilities	(95,593)	(131,607) (ix)	(227,200)
Total	$233,959	(30,919)	203,040

The Statement of Operations - Class E for the year ended December 31, 1987 has been restated as follows:

	December 31, 1987 As Previously Reported	Adjustment		December 31, 1987 As Restated
Assessment revenue less provision for doubtful accounts	$ 97,045	(524)	(x)	96,521
Interest income	21,908	-		21,908
	118,953	(524)		118,429
Operating costs:				
Compensation, inclusive of pension awards	48,131	4,606	(xi)	52,737
Medical aid	11,529	(1,586)	(xii)	9,943
Rehabilitation	6,724	-		6,724
Provision for future costs	40,497	5,500	(xiii)	45,997
	106,881	8,520		115,401
Administration	11,925	1,586	(xii)	13,511
Amortization of pension amendments:				
Principal	8,770	(8,770)	(xiv)	-
Interest	2,695	(2,695)	(xiv)	-
	130,271	(1,359)		128,912
Excess of operating costs over revenues	$(11,318)	835		(10,483)

The Statement of Operations - Other Classes for the year ended December 31, 1987 has been restated as follows:

	December 31, 1987 As Previously Reported	Adjustment		December 31, 1987 As Restated
Revenues:				
Assessment revenue	$10,132	-		10,132
Interest income	8	-		8
Other	13	-		13
	10,153	-		10,153
Operating costs:				
Compensation, inclusive of pension awards	5,180	-		5,180
Medical aid	1,597	(242)	(xii)	1,355
Rehabilitation	933	-		933
Administration	1,778	242	(xii)	2,020
Amortization of pension amendments:				
Principal	1,976	(1,976)	(xiv)	-
Interest	351	-		351
	11,815	(1,976)		9,839
(Deficiency) excess of revenues over operating costs before provision for future costs	(1,662)	-		314
Decrease in provision for future costs	-	(3,290)	(xv)	(3,290)
(Deficiency) excess of revenues over operating costs	$ (1,662)	5,266		3,604

(i) Deferred cost of pension increases has been included in the accumulated unfunded liabilities.

(ii) Other Classes (formerly Self-Assurer) funds have been included in the accumulated unfunded liabilities.

(iii) Deferred revenues result from recording estimated merit refunds.

(iv) The net increase in the pension obligations provision (formerly Pension Fund) is a result of the following:

Increase in pensions awarded due to change in discount rate to 3% from 6%	$69,558
Reversal of 1987 increase in pension awards, calculated using a 6% discount rate, due to legislative amendment	$(13,100)
	$56,458

(v) The net increase in the Future Cost of Existing Claims provision is a result of the following:

Transfer of Rehabilitation Fund balance	$13,075
Inclusion of an estimate of the future costs of:	
Class E and Other Classes claims administration	6,179
Class E and Other Classes claims incurred but not reported prior to year end	7,895
Other Classes claims incurred prior to year end	15,054
Pension awards, calculated using a 3% discount rate from a 6% rate used previously	11,318
	$53,521

(vi) The December 31, 1987 balance in the Equalization Fund was transferred to the Future Cost of Second Injuries provision in 1988.

(vii) The increase in the Future Cost of Second Injuries (formerly Second Injury Fund) is a result of the following:

Transfer of Equalization Fund balance	$ 264
Inclusion of an estimate of the future costs of:	
Pension awards, calculated using a 3% discount rate from a 6% rate used previously	1,586
Future Cost of Second Injuries provision claims incurred but not reported prior to year end	669
	$2,519

(viii) The December 31, 1987 balance in the Rehabilitation Fund was transferred to the Future Cost of Existing Claims provision in 1988.

(ix) The net increase in the accumulated unfunded liabilities is a result of the following:

Inclusion of deferred cost of pension increases	$ 30,919
Reversal of 1987 increase in pension awards, calculated using a 6% discount rate, due to legislative amendments	(13,100)
Deferred revenue on merit rebates	1,091
Increase in pension obligation due to change in discount rate to 3% from 6%	69,558
Increase in provision for future costs due to:	
Claims incurred but not reported prior to year end	8,564
Class E and Other Classes claims administration	6,179
Other Classes claims incurred prior to year end	15,054
Pension awards, calculated using a 3% discount rate:	
Future Cost of Existing Claims provision	11,318
Future Cost of Second Injuries provision	1,586
Inclusion of Other Classes Funds balance	438
	$131,607

(x) The decrease in 1987 assessment revenue - Class E is a result of recording additional merit rebates as deferred revenue.

(xi) The increase in compensation, inclusive of pension awards, is a result of the increase in the pension obligation due to the change in discount rate to 3% from 6%.

(xii) Reclassification of the applicable employer class costs incurred in connection with the Rehabilitation Hospital to conform to the current year's financial statement presentation.

(xiii) The increase in the provision for future costs - Class E is a result of the following:

Increase in the estimates of the future costs of:	
Class E claims administration	$ 620
Class E claims incurred but not reported	283
Pension awards, calculated using a 3% discount rate from a 6% rate used previously	1,902
Inclusion of amortization of pension amendments - interest	2,695
	$5,500

(xiv) Deferred cost of pension increases has been included in the accumulated unfunded liabilities.

(xv) Decrease in provision for future costs - Other Classes represents the decrease from December 31, 1986 in the future cost of existing claims provision.

10. CAPITALIZED RESERVES

The Board's assessment practices neither were nor are in compliance with The Workers Compensation Act which requires a level of assessments sufficient to provide capitalized reserves for all program liabilities in the absence of a guarantee from the Federal or Provincial Government.

Class E employers are assessed on the basis of their estimated payrolls for the current year and the applicable industry assessment rate. Assessment rate increases have not been sufficient to provide for the required capitalized reserves.

In respect of the Other Classes employers, the Board's past and current administrative practice is to levy assessments only to the extent of:

1. Actual disbursements made on behalf of the Other Classes, and
2. Capitalized pension awards charged to these classes calculated using a discount rate which does not provide for future increases in pension benefits.

As a result of this practice, assessments charged to the Other Classes do not provide for any funds to capitalize reserves to pay for the estimated future cost of existing claims or the estimated future cost of increases in pension benefits due to legislated amendments.

The Board plans to address this issue of non-compliance with the Act with the Government of Manitoba and the insured employers in 1989.

11. RELATED PARTY TRANSACTIONS

In addition to related party transactions which have been individually disclosed, these financial statements also include amounts arising from routine operating transactions with various Government of Manitoba-controlled departments, agencies and corporations with which the Board is related. Account balances arising from these transactions are included in these financial statements.

12. LEASE COMMITMENTS

As at December 31, 1988, the Board had an aggregate future lease commitment of $686,706 in respect of leased facilities.

13. CONTINGENCY

As a result of a recent Supreme Court of Canada decision in a legal case with which the Board was not directly involved, the Board has a contingent liability in respect of assessments of workplace safety and health costs against federally-regulated industries. The existence and amount of this potential liability to refund such assessed costs is yet to be determined.

14. COMPARATIVE FIGURES

Certain of the 1987 comparative figures have been reclassified to conform to the current year's financial statement presentation.

BENEFITS DIVISION

The Benefits Division is of primary importance to the new organization. It is responsible for delivering wage loss compensation and services to injured workers. This division combines services formerly provided by the Claims, Vocational Rehabilitation and Medical Departments.

There are four branches within the Benefits Division; **Registration and Enquiry; Benefits Administration; Healthcare Advisory Services and Vocational Rehabilitation Support and Employment Services.**

The **Registration and Enquiry** Branch is a central service dedicated to responding to walk-in and phone inquiries, with computer assistance, allowing adjudicators to devote their time to making decisions on files and administering benefits on a timely basis.

The **Benefits Administration** Branch contains three Benefits Units which are based on geographical location and industry groups. For instance, all northern Manitoba claims will be handled by one Benefits Unit. Claims from large industries and employers will similarly be grouped in a specific unit, allowing WCB staff to develop expertise in dealing with occupational injuries in specific workplaces and promoting closer working relationships between the WCB and both employers and unions.

The Benefits Units consist of multi-disciplinary teams made up of benefits adjudicators, vocational rehabilitation consultants, healthcare professionals, payment assessors and field enquiry officers.

The team approach places emphasis on early detection of claimants' rehabilitation needs with timely intervention and multi-disciplinary consultation where appropriate.

An independent Case Review Unit provides quality control, technical expertise and develops adjudicative guidelines.

Healthcare Advisory Services places health officers in specific Benefits Units where they continue to perform examinations and provide adjudicators with healthcare information and opinion. The adjudicators retain full responsibility as the decision-makers on claims.

The **Vocational Rehabilitation Support and Employment Services** Branch oversees and evaluates current vocational rehabilitation programs and develops and researches new, innovative programs and techniques in vocational rehabilitation.

It extends services to injured workers who, as a result of a compensable condition, are unable to return to their pre-accident employment. The primary goal is to assist injured workers to return to employment that is compatible with their physical restrictions and which generates an income equivalent to the wages earned at the time of the accident.

The first step in the process is to approach the accident employer to determine whether suitable alternate employment is available. If a return to work cannot be accommodated with the accident employer, other avenues for re-entering the workforce are explored.

Assessment of transferable skills, workplace assessments, training on-the-job situations, institutional training programs, relocation, and/or recommendation for special additional compensation are all programs and services designed to assist injured workers.

The reorganization has placed vocational rehabilitation consultants in each Benefits Unit, as well as creating an Employment Services Branch staffed by employment specialists dedicated to returning injured workers to meaningful employment. The Job Finding Club provides specific training in job search techniques to enable injured workers to locate appropriate employment.

1988 VOCATIONAL REHABILITATION SERVICES STATISTICS

As of December 31, 1988, there were 1,385 active cases in the Vocational Rehabilitation Services Department. This is a decrease from the 1,493 cases that were active as of December 31, 1987. During 1988, there were 639 newly-assigned cases as well as 220 cases which were reactivated. There were 967 files brought to a resolution in 1988, thus requiring no further services. (See Table A)

Of the 1,385 active cases, 287 claimants were placed in employment situations which involved some degree of wage loss. In addition, 29 claimants were involved in work assessment situations, 25 were participating in training on-the-job situations, 92 in institutional retraining programs, 173 were participating in a job search program and 142 claimants were receiving special additional compensation. Of the remaining cases, 176 were receiving medical or psychological treatment, 255 were receiving vocational counselling, 23 received a pension commutation and 15 were receiving personal care allowances. Finally, 103 cases were awaiting further action, and in 65 cases the claimants had been successfully rehabilitated and the activity was being monitored. (See Fig. A)

During 1988, there were also 883 injured workers who received wage loss and special additional compensation as they were unable to return to their pre-accident employment. A total of $4,364,619.60 was paid to these workers.

Financial assistance representing wage replacement and associated costs in the amount of $2,808,744.60 was paid to 184 workers who were involved in institutional retraining programs. Compensation benefits in the amount of $2,263,637.10 were paid to 432 injured workers participating in the job search program. A total of 555 claimants were paid $2,847,730.10 while they received vocational and career counselling. Fifty-one workers received $236,328.40 for medical treatment and another 122 received $983,715.51 while awaiting further medical or vocational action.

Work assessments and on-the-job training situations involved 199 workers and $664,668 was paid in wage replacement and associated training costs.

An additional $612,239.80 was paid for services including worksite modifications, retroactive benefits, lifestyle adjustments and self-employment programs. (See Fig. B)

Table A

Active Cases	1,385
Newly assigned cases in 1988	639
Reactivated cases in 1988	220
Files brought to a resolution	967

Fig. A

ACTIVE CASES
AS OF DECEMBER 31, 1988

TOTAL NUMBER OF CASES - 1,385

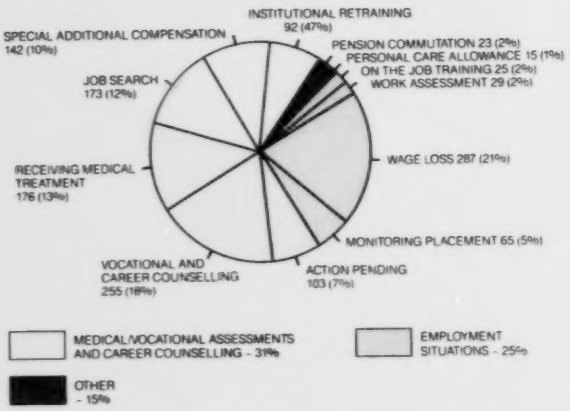
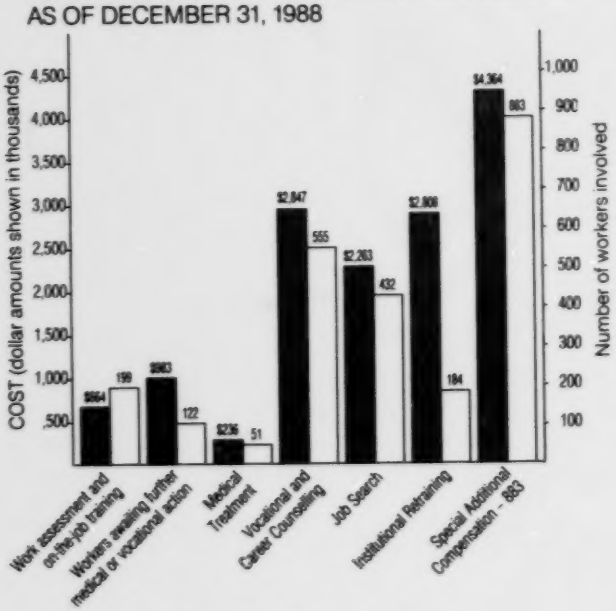

INSTITUTIONAL RETRAINING 92 (47%)
SPECIAL ADDITIONAL COMPENSATION 142 (10%)
PENSION COMMUTATION 23 (2%)
PERSONAL CARE ALLOWANCE 15 (1%)
ON THE JOB TRAINING 25 (2%)
WORK ASSESSMENT 29 (2%)
JOB SEARCH 173 (12%)
WAGE LOSS 287 (21%)
RECEIVING MEDICAL TREATMENT 176 (13%)
MONITORING PLACEMENT 65 (5%)
VOCATIONAL AND CAREER COUNSELLING 255 (18%)
ACTION PENDING 103 (7%)
MEDICAL/VOCATIONAL ASSESSMENTS AND CAREER COUNSELLING - 31%
EMPLOYMENT SITUATIONS - 25%
OTHER - 15%

Fig. B

COSTS OF SERVICES/BENEFITS EXTENDED
AND NUMBER OF WORKERS INVOLVED
AS OF DECEMBER 31, 1988



SERVICES/BENEFITS EXTENDED
WHITE BAR REPRESENTS NUMBER OF WORKERS INVOLVED

An additional $612,239.80 was paid for services including worksite modifications, retroactive benefits, lifestyle adjustments and self-employment programs.

1988 CLAIM SERVICES DEPARTMENT STATISTICS

PENSION BENEFITS

The total number of permanently disabled workers (totally or partially disabled), and dependents of fatally injured workers in receipt of pensions as of December 31, 1988 were:

	1988	1987
Permanently Disabled	4,774	4,699
Widow(er)s	554	558
Children	312	320
Other Dependents	13	10

CLAIMS

	1988	1987
1988 claims registered in 1988	50,988	51,673
Prior year claims registered in 1988	1,884	2,036
	52,872	53,709
Claim files processed during 1988		
Settled in 1988 (Table II):		
Medical Aid Only	18,121	17,453
No Cost Claims	6,882	8,058
Time Loss Claims	22,161	22,751
	47,164	48,262
Claims Initially Rejected*	711	680
Claims Referred**	5,814	6,238
	53,689	55,180

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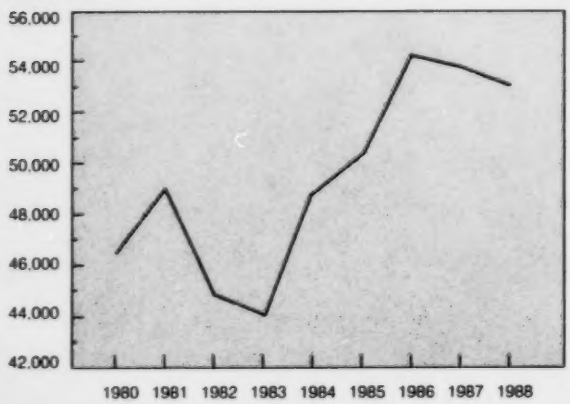
*Number of claims rejected for which the individual worker filed an application for benefits. These rejections are based on adjudicative decisions — example: accident not arising out of and in the course of employment; no accident established.

**Number of medical service accounts refused for which an individual or organization other than the injured worker applied for payment of services. This refusal would result if, for example, the account was not related to a compensation claim, if there was no worker coverage, or if the claim was payable in another jurisdiction.

ACCIDENTS

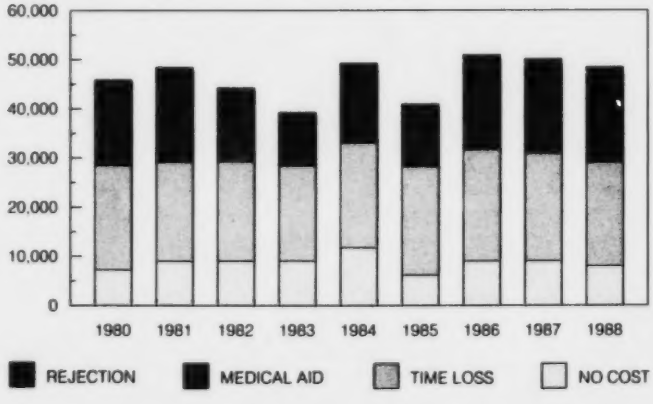
52,872 accidents and diseases were reported in 1988 compared to 53,709 in 1987, a decrease of 1.56%.

ACCIDENTS REPORTED
1980 - 1988



NUMBER OF REPORTED ACCIDENTS

CLAIMS SETTLED
1980 - 1988



INFORMATION SYSTEMS AND PLANNING

The development of computerized information systems and overall computer operations are the main responsibilities of this division. It is also responsible for strategic business planning, policy planning and research, and central services such as word processing, microfilming, photocopying and mail handling.

The figures and tables on the following pages were prepared by the staff of the Information Systems and Planning Division.

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FIGURE 1

PERCENTAGES FOR ACCIDENTS REPORTED BY CLASS

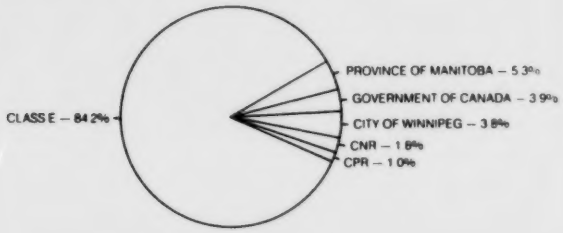


FIGURE 2

NATURE OF INJURIES ACCORDING TO HIGHEST PERCENTAGES

TIME LOSS CLAIMS ONLY - 1988

DIAGNOSIS

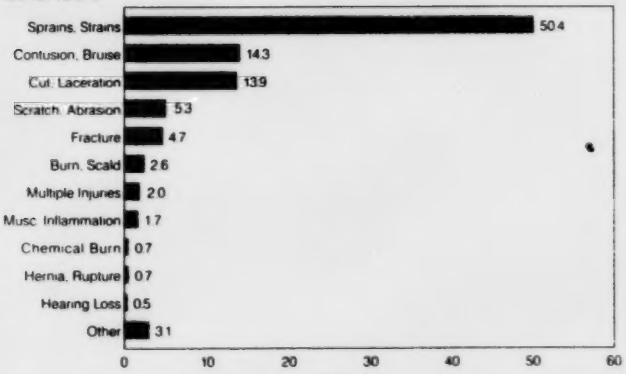


FIGURE 3

SOURCE OF INJURY – HIGHEST PERCENTAGES

TIME LOSS CLAIMS ONLY - 1988

SOURCE

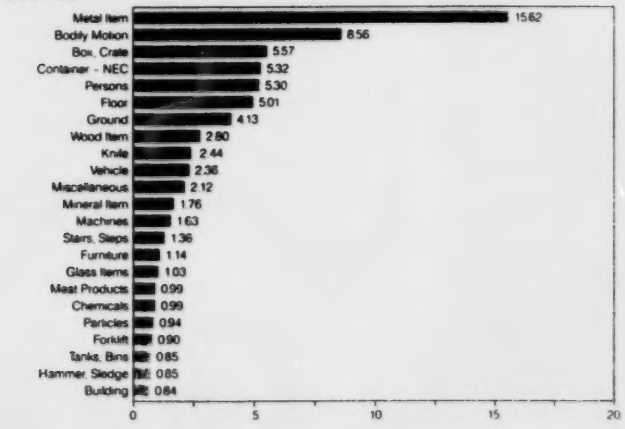


TABLE 1

ACCIDENTS REPORTED* IN 1988 BY CLASS

CLASS	YEAR 1988	FATALITIES	YEAR 1987	FATALITIES
"A" Canadian Pacific Railway Co.	510	1	516	0
"B" Canadian National Railway Co.	953	4	1,065	2
"C" Province of Manitoba — Including Provincial Boards and Commissions	2,753	2	2,795	1
"D" City of Winnipeg	1,991	3	2,042	2
"E" General Body of Employers	44,638	35	45,080	42
Government of Canada	2,027	1	2,211	3
	52,872	46	53,709	50

*"Reported" Accidents means reported during 1988, whether occuring in 1988 or previous years.

TABLE II

COMPENSABLE ACCIDENTS SETTLED* BY CLASS - 1988

	NO COST CLAIMS	MEDICAL AID**	TIME LOSS CASES							
			Number of Cases				Temporary Disability			
			Temporary Disability	Permanent Disability	Fatality	Total	Average Days Loss Per Accident 1987	Average Days Loss Per Accident 1988	Average Weekly Wage	Average Age
Under the Manitoba Act:										
"A" Canadian Pacific Railway Co. and subsidiaries (including CP AIR)	92	267	69	14	0	83	50.5	49.2	535	37
"B" Canadian National Railway Co. (including Air Canada)	181	409	306	31	1	338	31.5	49.7	600	37
"C" Province of Manitoba (including Provincial Boards and Commissions)	692	904	927	44	0	971	21.8	25.2	456	37
"D" City of Winnipeg	215	586	952	17	2	971	18.1	20.1	546	37
"E" General Body of Employers**	5,367	15,352	18,264	483	20	18,767	23.5	24.5	432	34
MANITOBA ACT TOTAL	6,547	17,518	20,518	589	23	21,130				
Under the Canada Act: Government of Canada	335	603	1,002	27	2	1,031	26.0	22.5	536	39
GRAND TOTAL	6,882	18,121	21,520	616	25	22,161	23.5	24.7	446	34

*"Settled" Accidents means those fully processed between January 1 and December 31, 1988, whether the accidents occurred in 1988 or prior years.

** For listing of divisions of Class "E" Employers see Table VII. For detailed listing of Class "E" Accidents Settled see Table III.

TABLE III

COMPENSABLE ACCIDENTS SETTLED BY CLASS* - 1988

GENERAL BODY OF EMPLOYERS — CLASS "E"

Group/Rate Code*	MEDICAL AID ONLY	TIME LOSS CASES						
		NUMBER OF CASES						
		Temporary Disability	Permanent Disability	Fatality	Total	Average Days Lost per Accident (Temporary Disability)	Average Weekly Wage	Average Age
GROUP 1 — FORESTRY								
101	22	67	5	2	74	62.6	375	34
GROUP 2 — MINES, QUARRIES, AND OIL WELLS								
201	761	413	67	-	480	19.5	723	33
202	53	57	4	-	61	50.5	635	31
203	60	52	6	3	61	41.3	1,267	40
GROUP 3 — MANUFACTURING								
301	432	927	23	-	950	26.4	472	32
302	388	743	19	1	763	23.2	501	34
303	98	110	4	1	115	16.9	467	33
305	67	34	-	-	34	18.3	390	35
310	1,510	2,100	57	1	2,158	16.4	464	34
311	760	856	23	1	880	17.5	420	33
312	226	93	14	-	107	34.5	719	36
313	13	15	1	-	16	95.3	327	33
314	607	860	17	-	877	14.9	349	31
315	443	766	12	1	779	21.5	349	35
316	509	476	8	-	484	17.0	371	31
319	86	102	4	-	106	19.7	373	34
320	266	448	18	-	466	14.0	465	33
321	7	21	1	-	22	20.1	458	29
GROUP 4 — CONSTRUCTION								
401	962	1,099	25	-	1,124	33.8	485	33
402	420	362	10	-	372	20.9	552	32
404	76	111	5	-	116	34.4	469	30
405	9	6	-	-	6	84.7	906	45
406	57	26	1	-	27	19.4	765	41
407	107	129	11	-	140	35.2	582	33
408	186	254	15	1	270	35.5	581	35
409	134	71	4	-	75	118.4	1,025	40
GROUP 5 — TRANSPORTATION, COMMUNICATIONS AND STORAGE								
501	497	1,006	18	-	1,024	34.5	490	35
502	148	136	3	-	139	24.6	422	31
503	93	178	5	-	183	41.9	444	34
505	10	2	-	-	2	5.5	482	40

Class "E" Employers refers to all industries set out in Schedule 1 of The Workers Compensation Act.
Specific rate codes only.

Continued

COMPENSABLE ACCIDENTS SETTLED BY CLASS* - 1988

GENERAL BODY OF EMPLOYERS — CLASS "E"

Group/Rate Code*	MEDICAL AID ONLY	TIME LOSS CASES						
		NUMBER OF CASES						
		Temporary Disability	Permanent Disability	Fatality	Total	Average Days Lost per Accident (Temporary Disability)	Average Weekly Wage	Average Age
GROUP 6 — TRADE								
601	1,090	1,276	12	-	1,288	24.0	342	34
602	84	73	-	-	73	15.5	268	30
603	409	562	8	1	571	24.4	427	32
604	849	633	10	-	643	28.2	428	32
605	142	118	5	1	124	15.1	442	35
607	124	92	10	-	102	26.8	334	31
609	66	89	5	-	94	24.6	467	32
GROUP 7 — SERVICE INDUSTRIES								
701	1,209	1,060	8	-	1,068	22.8	230	31
702	1,322	1,658	16	-	1,674	27.0	387	39
703	17	9	-	-	9	23.2	186	26
704	2	1	-	-	1	11.0	788	32
705	44	47	1	-	48	32.1	252	32
706	28	65	-	-	65	48.2	228	39
707	11	26	-	-	26	6.2	283	30
710	9	4	-	-	4	7.3	185	44
713	5	1	-	-	1	5.0	398	20
GROUP 8 — PUBLIC ADMINISTRATION								
801	159	135	4	-	139	14.1	455	38
802	17	6	-	-	6	40.7	596	37
GROUP 9 — VOLUNTARY BY APPLICATION								
901	135	110	4	-	114	26.7	302	36
902	93	93	2	-	95	16.2	409	30
903	73	81	2	-	83	34.7	308	38
904	29	48	4	-	52	29.7	348	36
905	16	22	1	-	23	42.1	317	27
906	3	-	-	-	-	-	-	-
907	27	20	-	-	20	15.6	732	34
909	34	91	3	-	94	19.6	530	36
911	5	10	-	-	10	7.1	323	28
912	82	64	-	-	64	20.0	481	40
914	3	-	-	-	-	-	-	-
916	2	-	-	-	-	-	-	-
917	2	4	-	-	4	42.3	350	32
918	1	-	-	-	-	-	-	-
919	1	2	2	-	4	12.5	416	49
921	192	303	2	-	305	31.6	428	42
922	34	33	-	-	33	24.2	263	27

Class "E" Employers refers to all industries set out in Schedule 1 of The Workers Compensation Act.
Specific rate codes only.

FIGURE 4

REGION OF BODY INJURED

ALL 1988 REPORTED ACCIDENTS

	PERCENT OF CLAIMS	NUMBER OF CLAIMS
Head	1.74	834
Eye(s)	9.66	4,624
Hearing	0.91	437
Neck	1.31	628
Shoulder	3.21	1,535
Upper Arm	0.13	60
Dorsal Spine	0.53	252
Thorax	1.98	948
Lower Spine	17.58	8,416
Abdomen	1.34	640
Lower Arm	7.79	3,732
Hand	23.45	11,229
Pelvis	0.49	235
Upper Leg	0.71	340
Lower Leg	9.09	4,351
Foot	5.14	2,463

Cardio/Respiratory	0.49	235
Industrial Diseases	0.38	184
Multiple Injuries	8.27	3,960
Miscellaneous	5.80	2,776

The Workers Compensation Board of Manitoba

TABLE IV

ACCIDENTS SETTLED* AND REPORTED**

1978 - 1988

	1978	1979	1980	1981	1982	1983	1984	1985	1986	1987	1988
Medical Aid Only	16,166	17,411	17,898	18,847	17,021	15,578	15,500	15,610	17,327	17,453	18,121
Temporary Disability	17,201	18,720	20,701	19,645	19,712	18,560	20,590	21,769	22,893	22,070	21,520
Permanent Disability	580	580	526	539	604	654	619	826	664	654	616
Fatality	34	37	38	29	21	31	27	30	35	27	25
Total Time Loss Claims	17,815	19,337	21,265	20,213	20,337	19,245	21,236	22,625	23,592	22,751	22,161
Total Compensable Accidents Settled	33,981	36,748	39,163	39,060	37,358	34,823	36,736	38,235	40,919	40,204	40,282
Total Accidents Reported	42,418	46,463	46,627	48,904	44,737	44,133	48,685	50,380	54,228	53,709	52,872

* Accidents Settled means those fully processed between January 1 and December 31 whether the accidents occurred in the year shown or prior years.

** Accidents Reported means those reported during the year whether they occurred in that year or in prior years.

TABLE V

FATALITY CASES PROCESSED IN 1988

FATALITY REPORTED IN 1988	
New claims	32
Relating to Previously Recorded Accidents	14
FATALITY CLAIMS ADJUDICATED IN 1988*	
Fatalities not accepted as the Board's responsibility	18
Fatality claims accepted	25
DISPOSITION OF ACCEPTED CLAIMS	
Burial and medical costs only	7
Dependent pension established	18
Widows - 18	
Children - 11	

*Refers to claims adjudicated during 1988 and includes fatalities reported in previous years.

FIGURE 5

CAUSE OF ACCIDENT

TIME LOSS ACCIDENTS - 1988

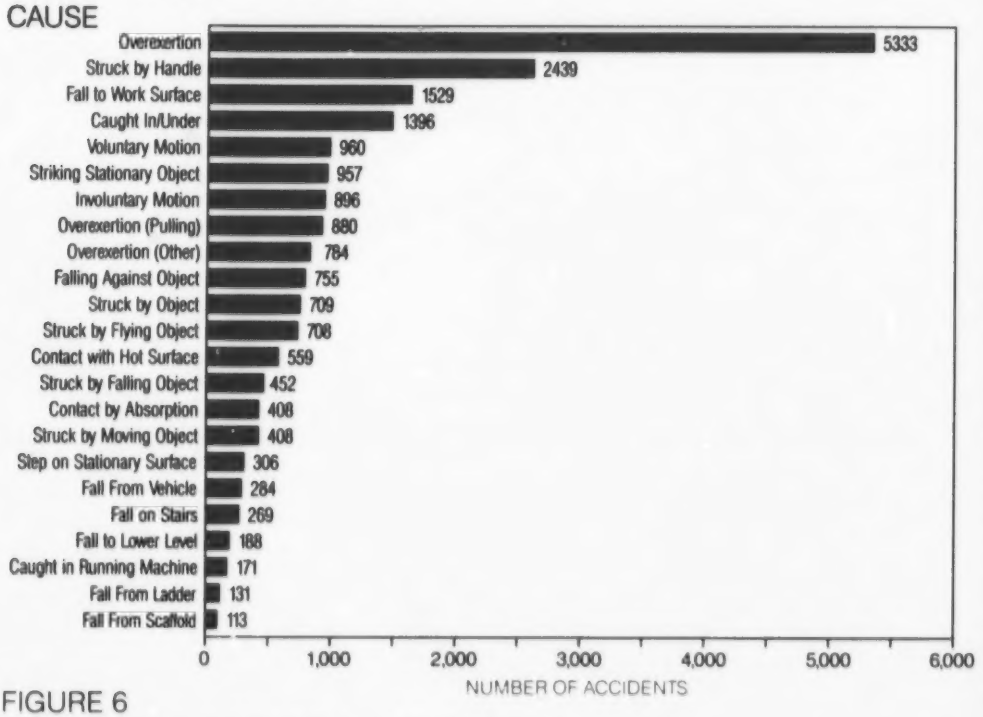


FIGURE 6

MONTH OF OCCURRENCE

ALL ACCIDENTS - 1988

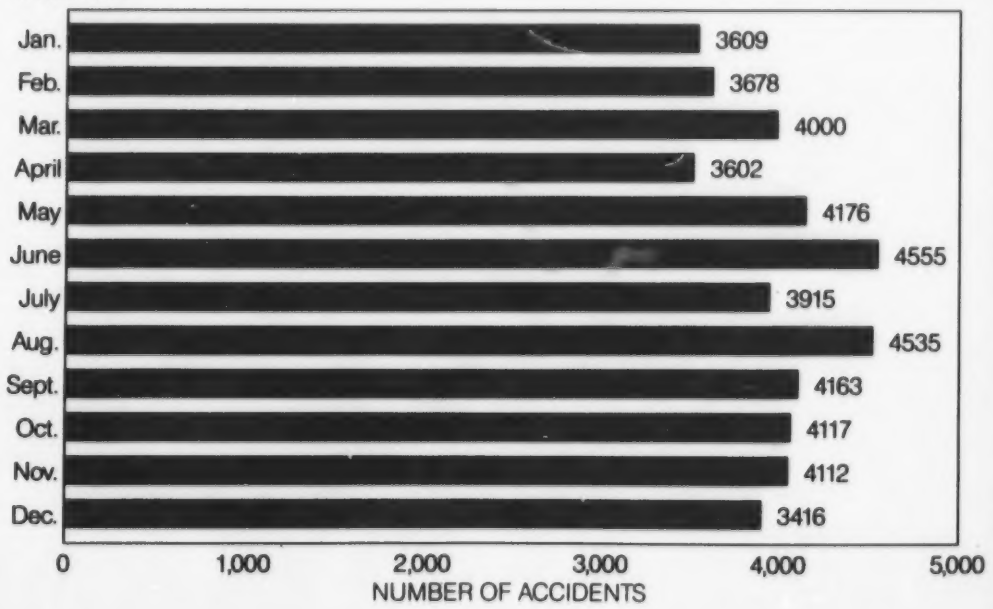


TABLE VI

CLASSIFICATION OF INDUSTRIES SECTION 73, WORKERS COMPENSATION ACT

Class	
"A"	Canadian Pacific Company and Subsidiaries
"B"	Canadian National Railway Company (including Air Canada)
"C"	The Province of Manitoba (including Provincial Boards and Commissions)
"D"	The City of Winnipeg
"E"	All industries set out in Schedule I and not included in the above classes

DIVISION OF CLASS "E" EMPLOYERS DETAILED

Rate Code	
	GROUP 1 — FORESTRY
101	Lumbering, Logging, Pulpwood Production
	GROUP 2 — MINES, QUARRIES AND OIL WELLS
201	Mining
202	Oil Drilling, Diamond Drilling, Quarries, Water Well Drilling
203	Contract Mining Development
	GROUP 3 — MANUFACTURING
301	Packing Houses Manufacturing, Meat Products, Poultry Processing, Stockyards
302	Bakeries, Food and Dairy Products
303	Milling, Manufacture of Feed and Seed
305	Canneries, Packing
310	Foundries, Rolling Mills, Machine Shops, Welding Shops, Scrap Metal Dealers, Manufacture of Vehicles, Agricultural Machinery
311	Tire Repairs, Auto Wrecking, Manufacture of Light Metal Products, Wooden Boxes
312	Operation of Pulp and Paper Mills
313	Operation of Sawmills
314	Planing Mills, Tanneries, Sash and Door Factories, Monument Dealers, Manufacture of Furniture, Concrete Blocks
315	Printing, Engraving, Manufacture of Textiles, Petroleum Products, Stationery, Operation of Knitting Mills, Leather Goods, Jewellery
316	Machine and Appliance Repairs, Manufacture of Mattresses, Bedsprings, Plastic Articles, Paint, Cement, Soap, Varnish, Roofing Material
319	Upholstering, Manufacture of Wooden Articles, Cardboard and Paper Boxes, Drugs, Medicines
320	Manufacture of Aeroplanes
321	Marble Works, Stone Cutting
	GROUP 4 — CONSTRUCTION
401	Building Construction, Painting, Plastering, Concrete Work, Flooring
402	Electric Wiring, Plumbing, Heating, Ventilation
404	Roofing, Outside Sheet Metal, Work at Elevation
405	Steel Bridge and Steel Buildings
406	Installation of Elevators, Boilers, Heavy Machinery
407	Sewer Construction, Excavation, Work Under Water, Piling
408	Roadwork, Gravel Pits, Trenching
409	Power Plants, Transmission Lines, Limestone
	GROUP 5 — TRANSPORTATION, COMMUNICATIONS AND STORAGE
501	Trucking, Street Cleaning, Garbage Removal, Fishing, Navigation
502	Operation of Grain Elevators, Custom Warehousing, Cold Storage Plants
503	Operation of Pipelines, Oil Well Services (Above Ground), Taxis, Buses, Ambulances, Railways
505	Radio and Television Stations, Telephone and Telegraph Systems
	GROUP 6 — TRADE
601	Retail Establishments
602	Consumer Co-operatives
603	Wholesale Establishments
604	Garages, Gas Distribution, Autobody Repairs
605	Implement and Machinery Dealers
607	Retail Lumber Yards
609	Builders Supplies, Fuel Dealers
	GROUP 7 — SERVICE INDUSTRIES
701	Operation of Hotels, Motels, Camps, Restaurants, Cleaning and Dyeing Plants, Investigation and Security Services
702	Operation of Hospitals, Nursing Homes, Senior Citizens Homes
703	Consulting Engineers and Architects, Supplying Clerical Employees
704	Professional Inspection and Testing
705	Supplying Manual Labour
706	Janitorial Services, Domestics
710	Day Care Centres
711	Apprentice Projectionists
713	Funeral Homes or Undertakers
	GROUP 8 — PUBLIC ADMINISTRATION
801	Operation of a Municipal Operation
802	Volunteer Fire Fighters and Volunteer Ambulance Service Members
	GROUP 9 — VOLUNTARY
901	Operation of Buildings, Clubs, Rinks, Cemeteries
902	Operation of Government Agencies, Rental of Vehicles, Equipment, Landscaping
903	Business Offices, Sales Activities, Bowling Alleys, Welfare Agencies, Medical Labs, Beauty Parlors, Barber Shops, Union Agencies
904	General Farming
905	Poultry Farming, Hatcheries, Nurseries, Market Gardening
906	Display Advertising, Harvesting Wild Rice, Chemical Spraying
907	Surveying, Prospecting and Exploration for Minerals
909	Air Transportation
910	Operation of Film Exchanges
911	Window Cleaning
914	Land Clearing
916	Land Surveying
917	Waste Paper Collection, Transportation of Own Goods
921	Operation of Schools
922	Federal Employment Programs

TABLE VII

PAYROLL STATEMENTS FOR 1987*

Class "A"	Canadian Pacific Railway Company	$	$ 117,310,259
Class "B"	Canadian National Railways		189,758,864
Class "C"	Province of Manitoba:		
	Manitoba Telephone System	136,141,284	
	Mantioba Government	496,715,008	
	Manitoba Liquor Control Commission	13,013,633	
	Manitoba Hydro	146,336,800	
	Workers Compensation Board	7,287,089	
	Manitoba Public Insurance Corporation	33,290,368	832,784,182
Class "D"	City of Winnipeg		326,691,712
Class "E"	General Body of Employers**		4,825,942,162
	TOTAL		$6,292,487,179

*1988 payroll figures are not available until mid-1989.
**Registered employers (including independent contractors) as of December 31, 1988 were 19,813 (1987 - 20,104)

The Workers Compensation Board of Manitoba

TABLE VIII

CLASS "E" EMPLOYERS ASSESSMENT STATISTICS 1980 - 1988

Year	Number Registered	Assessable Payrolls ($ millions)	Assessments ($ thousands)	Average Assessment Revenue per $100 of Payroll
1988	19,813	$4,882*	$115,760*	2.371*
1987	20,104	4,825	98,621	2.004
1986	19,900	4,576	76,438	1.670
1985	19,531	4,261	58,897	1.382
1984	19,097	4,003	44,124	1.110
1983	18,939	3,643	32,713	.898
1982	18,891	3,436	28,242	.822
1981	18,921	3,260	28,983	.889
1980	18,375	2,892	25,966	.898

*Estimated amounts — final 1988 payroll figures will not be available until mid-1989.

TABLE IX

SPECIAL COVERAGES BY APPLICATION APPROVED IN 1988

TYPE	NUMBER
Apartments (Business Blocks, Banks, Churches & Other Building Care & Maintenance)	23
Auctioneering	2
Audio Visual Production	2
Beauty Parlor, Barber	3
Beekeeping	1
Building Construction, Etc. (Not Elsewhere Classified)	3
Business Offices	17
Cartage Trucking (Reporting Hired Truckers)	15
Catalogue Sales Office	1
Chemical Spraying	1
Clubs (Private, Golf & Country, Curling, Legion, Community, Lawn Bowling, Etc.)	17
Construction Sewer and Water on Indian Reserve	1
Domestics	2
Farming: General	37
Dairy	5
Poultry	4
Stock & Hog Farms, Cattle Ranches & Feed Lots	10
Greenhouse Nursery	1
Harvest Wild Rice	1
Harvesting	5
Health Spa	1
Land Clearing	5
Landscaping	20
Market Gardening	1
Personal Coverage	147
Rental of Equipment	5
Rental and Sale of Formal Wear	1
Resident Member of Family Coverage	136
Resorts Without Overnight Accommodation	1
Restaurant Operations	2
Retirement Home & Infirmary of the Religious Order	1
Sales Activities	36
Sales Office	3
Schools	2
Survey, Exploration & Prospecting	12
Testing Labs	2
Union Agency	2
Veterinary Surgeons	2
Welfare Agency	16
Window Cleaning	5
TOTAL	551

FIGURE 7

ACCIDENTS BY OCCUPATION ONLY TIME LOSS ONLY - 1988

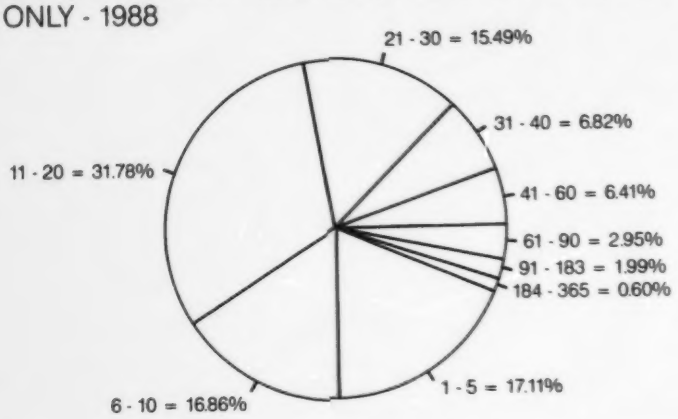
OCCUPATION	
Truck Driver	1032
Meat Cutting	867
Welding/Cutting	665
Janitor/Cleaning	654
Labor (Material Handler)	605
Orderly/Nurses Aid	573
Labor (Construction)	548
Auto Mechanic	496
Sales Clerk	425
Chef/Cook	399
Machinist	359
Waiter	346
Labor (metal - NEC)	335
Nursing Assistant	334
Carpenter	322
Janitor/Labor	306
Ind. Farm Mechanic	293
Miner	292
Carman	284
Shipping Clerk	284
Aircraft Fabrication	284
Metal Shaping/Forming (NEC)	269
Pipefitting	268
Labor (Food and Beverage)	255
Nurse	253
Mechanic (NEC)	252
Construction (NEC)	233
Stock Clerk	231
Sewing Operator	206
Labor (Wood)	201
Baking	198
Electrician (Construction)	187
Service Person	185
Electrical Install/Repair (NEC)	166
Labor (Plastic)	165
Nurse (NEC)	161
Material Equipment Operator	161
Driver - Salesman	159
Cabinet Maker	158
Industrial Fabric (NEC)	147
Metalwork Machine Operator (NEC)	146
Painter (Other)	141
Motor Vehicle (assembly/op.)	138
Nursery Worker	132
Electrical Equip. Fabric.	131
Drywall	124
Medicine - Other (NEC)	124
Sheetmetal Worker	120
Beverage Processing	119
Food/Beverage (NEC)	118

(NEC) - *Not elsewhere classified*

FIGURE 8

NUMBER OF DAYS BETWEEN BOARD NOTIFICATION AND CLAIM ADJUDICATION

TIME LOSS ONLY - 1988



COMMUNITY RELATIONS AND HUMAN RESOURCES

COMMUNITY RELATIONS

The reorganization of the WCB included the creation of a Community Relations and Human Resources Division, amalgamating those two areas and combining with them the newly-created position of Ombudsman.

Community Relations is responsible for public relations, advertising and media relations and provides information on workers compensation to workers, employers and the community at large upon request, by phone, mail or in-person.

The WCB publishes a number of pamphlets and brochures describing and explaining various aspects of the system. In 1988, thousands of printed pieces were provided upon request to workers and employers, as well as to lawyers, doctors, academics, students, government departments and other Boards and Commissions as well as the general public.

In 1988, Community Relations staff delivered 36 workshops and seminars on workers compensation for many and varied parties, such as those mentioned above. This represents an audience of approximately 900 workers, employers and other members of the community.

HUMAN RESOURCES

Human Resources performs a full range of administrative functions for the benefit of the staff, as well as coordinating the hiring process with divisional management, providing orientation sessions for new employees and maintaining the personal files of WCB staff members. They also oversee the administration of a full line of staff benefit programs including the pension plan and group life insurance plan.

The Human Resources function was also expanded in 1988 with the addition of a full-time Training Coordinator to evaluate and provide training and development opportunities for WCB staff aimed at both professional and personal enrichment. A permanent training facility was also established in 1988.

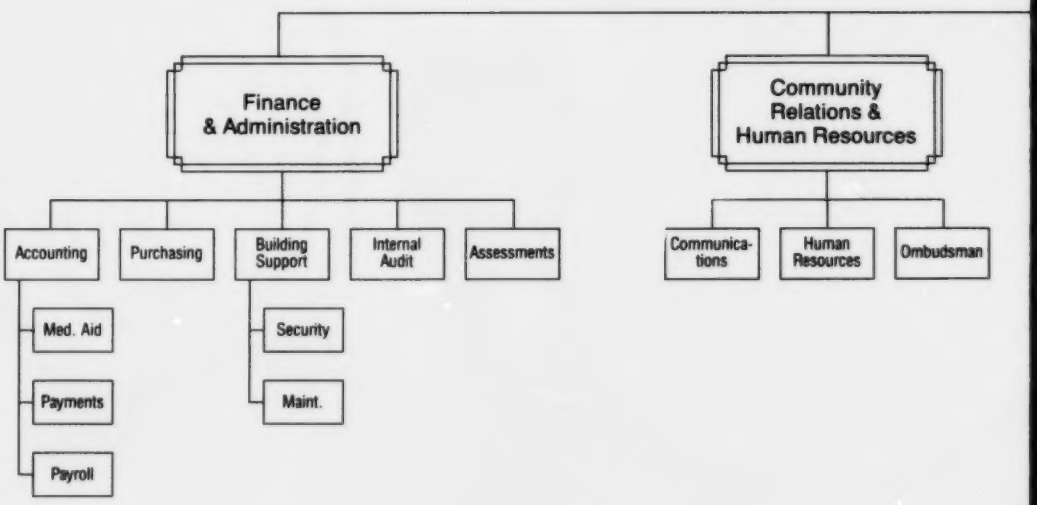
As of December 31, 1988, WCB staff numbered 285, compared to 273 on the same date in 1987.

OMBUDSMAN

The Ombudsman position was created to facilitate communications between the WCB and external parties. The ombudsman responds to complaints and concerns of injured workers, employers and other groups, and advises WCB management of trends in problem areas.

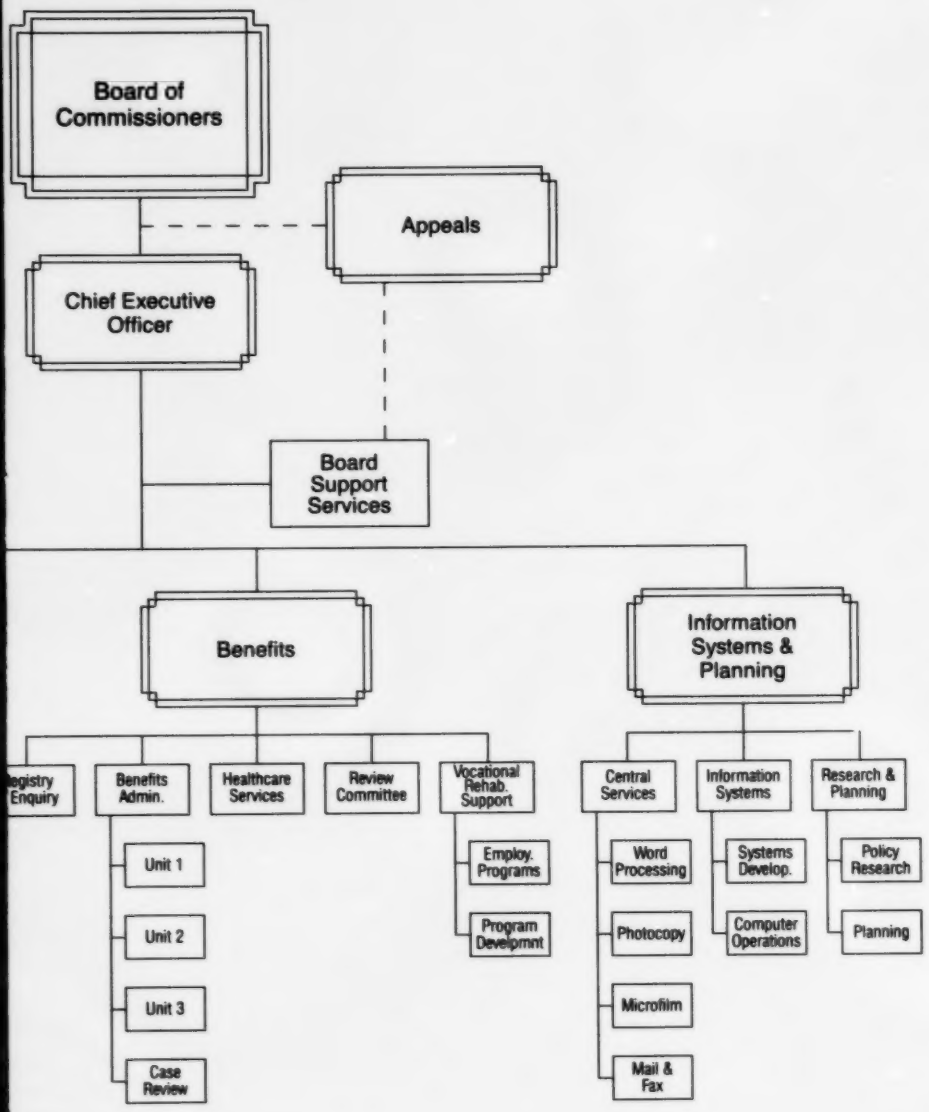
WORKERS COMPENSATION BOARD OF MANITOBA

The Workers Compensation Board of Manitoba



NOTE 1: The Workers Compensation Board Administers the Criminal Injuries Act.

NOTE 2: Internal Audit and Ombudsman have direct access to CEO and Board of Commissioners.



The Workers Compensation Board of Manitoba